

CARDHOLDER NAME : _____

CONTACT NUMBER : _____

CREDIT CARD NUMBER : _____

MERCHANT NAME : _____

AMOUNT : _____

TRANSACTION DATE : _____

I have examined my statement and dispute the abovementioned transaction for the following reason(s):

MERCHANT TRANSACTION

- I certify that I neither made nor authorised the abovementioned transaction.
- I have returned the goods to the merchant and have received the attached credit voucher, which does not appear on my account.
- I made only one transaction at this merchant (copy enclosed). I did not authorise the second transaction.
- Transaction was settled by other means (enclose proof).
- I have cancelled the Debit Order (cancellation letter enclosed).

TRAVEL AND ENTERTAINMENT

- I certify that I made a hotel reservation, but cancelled (reservation as well as cancellation letter enclosed).
- I stayed at the Hotel and I was charged for a "No Show".

MAIL/TELEPHONE/INTERNET ORDER

- I never purchased via Mail/Telephone/Internet order.
- I never received the merchandise that I have been debited for.
- I returned the merchandise (enclosed copy of return slip).

FRAUDULENT TRANSACTION

- I certify that my credit card was in my possession at the time of the transaction.

Signature : _____

Date : _____